BT Infinity
User Guide and troubleshooting

For online help, go to
www.bt.com/help/infinity

Contents

Your BT engineer will come and set up your BT Infinity service and get one computer connected. After this, there's lots of help, if you need it.

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Getting up to speed
For the first ten days or so, your broadband might slow down or even stop now and again. That's normal. It takes that long for your broadband to reach its top speed. You can help it along by leaving your Home Hub on all the time, and using your broadband as much as you can for the first ten days. If you've got questions about the speed of your broadband after that, go to **www.bt.com/help/broadbandspeed**

Get some help

Online help

Your new super-fast connection means faster help online, if you need it. There's no need to call and maybe wait in a queue if you're online and need some help or advice. Simply go to **www.bt.com/help/infinity**

Or run free BT Broadband Desktop Help – just double-click its icon on your desktop or download it to your computer at **www.bt.com/help/broadbanddesktophelp**. Desktop help can be useful if you aren't online.

Other ways to get help

Advice, tutorials, common questions and videos: go to **www.bt.com/gettingsetup**

Tips from other users in our forums: go to **www.bt.com/community**

Connecting other computers and devices: go to page 4.

Connection troubleshooting: go to page 10.

Desktop help

BT Broadband Desktop Help is included with your BT Infinity service. It's a tool that identifies problems with your broadband, email or wireless connection. Once it's installed on your computer, it continually checks your broadband connection. If there's a problem, BT Broadband Desktop Help automatically pops up to help fix it.

To open desktop help, just double-click its icon on your desktop or download it straight to your computer from **www.bt.com/help/broadbanddesktophelp**

BT Broadband Desktop Help will:

- alert you if you have a problem
- support you 24 hours a day
- help you get back online
- set up or troubleshoot your email account
- run a PC health check
- fix problems in the background
- help you set up your home network
- update automatically

Note: BT Broadband Desktop Help only works with PCs using Windows 7, Vista or XP. Sorry, it doesn't work with Macs. If you use a Mac, please try other help options in this guide.

Once connected, your new super-fast connection means faster help, if you need it. Just go to **www.bt.com/help/infinity**

If you still have problems connecting, see page 10.

Help with computer problems

While the other help listed here focuses on BT Infinity and the BT Home Hub, BT Home IT Support advisers can offer you straightforward, jargon-free help with a wide range of computer-related issues. For example: general computer problems, printers, MP3 players, games consoles, cameras, new software packages, setting up a new laptop, help with a virus, help connecting more computers to your Hub and more.

You can get help over the phone[1] or in person[2]. To find out more, go to **www.bt.com/homeitsupport**

1 £9.99 per month with minimum three-month subscription or £24.99 one-off fee for a single call. Some technical queries may not be resolvable. Fair usage policy applies. Exclusions, terms and conditions apply.

2 Engineer visits: costs start from £88.99.

Prices shown include VAT at 17.5%. VAT rate and prices are subject to change. See www.bt.com for the latest prices.

Connect other computers and devices

How to connect other computers or devices using the Infinity CD

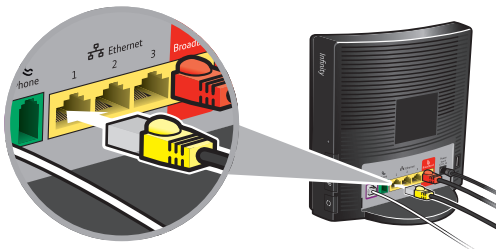
Our engineer will have connected your main computer to BT Infinity, but if you'd like to connect any other computers or devices, simply run your BT Infinity CD on the computer or device and follow the set-up wizard. It's the easiest way to connect other devices.

My CD won't run. What should I do?
PC users: click on **My Computer** in the Windows Start menu, right-click your CD icon, then click **BT Home Hub Setup**.

Mac OS users: double-click the BT Infinity desktop icon, then double-click **setup.app**.

How to connect other computers or devices that don't use a CD

If you've a 'wired' device
Simply plug its Ethernet cable into one of the spare Ethernet (yellow) ports on the back of your Hub.



If you've a wireless device such as a laptop, netbook, smart phone or games console
Use its wireless to connect to your Hub. You'll need your Hub's wireless network name and wireless network key. You can find these on your wireless card or on the back of your Hub. If the engineer replaced your old Hub with a new one, he or she may have transferred your old Hub's wireless settings on to your new Hub – there's a space on page 15 for you to keep a note of these details. Once you've found these, follow the instructions that came with your device.

If you're trying to connect a computer or a device, turn on its wireless – there's usually some sort of switch. Then try hovering your mouse or cursor over the icons in your system tray or status bar, and look for a wireless icon. If you're using Windows Vista or XP, you can also try clicking Start then Connect to... . If your computer's got a wireless connection, find your Hub's wireless network name in any list displayed, highlight it and click connect. If you need to, type in your Hub's wireless network key.

You may need these techy details:
Authentication type: WPA2 -PSK or WPA PSK
Encryption type: AES or TKIP
Mode: infrastructure (not ad hoc)

What to do if you have a problem connecting your computer to your Hub

If the computer's never been connected to the Hub before, see page 4.

Check the Hub lights table and troubleshooting on page 10. If the Broadband light is blue, broadband to your Hub is okay. If your computer can't connect, these tips may help.

1 If you haven't already, press the **Restart** button on your Hub and then try restarting your computer. This often gets connections up and running again.

2 If you're trying to get to a certain web page, try getting a different web page. The problem may be with the web site you're trying to get.

3 If you're using a firewall, check it isn't blocking your web browser's connection to the internet. Try temporarily turning off your firewall and then restarting your browser. If you can now get internet, there's a problem with your firewall settings. To fix this problem, see your firewall's help information.

If your computer's connected using an Ethernet cable (yellow ends)

Check that this cable is plugged in correctly by unplugging and plugging back in each plug.

Or try plugging the Ethernet cable into one of the other Ethernet sockets on the back of your Hub.

If you're using wireless, many things can affect a wireless connection

You could have a problem with interference on your wireless signal, your computer settings, or where your computer and Hub are in your home. These tips may help.

- Check that your computer's wireless adapter is fitted and turned on. Some laptops have a small switch – please see your computer manual for help
- Check your wireless connection software – it should show if your computer's connected to your Hub. Try hovering your mouse or cursor over the icons in your system tray (usually on the lower right-hand corner of the screen) – one of these may show if your wireless is connected. Click or right-click on this to launch wireless manager.

If you still can't get a wireless connection...

- Try moving your computer closer to your Hub
- Move your computer and Hub away from large electrical appliances
- Temporarily turn off other wireless devices in your home, such as wireless TV/video senders, security cameras and baby monitors
- Try changing wireless channels – see page 7

Note: if your computer has an Ethernet port, try plugging in the Ethernet cable. This may help you to get online. For more help with fixing connection problems, go to **www.bt.com/gettingsetup**

If you still have problems connecting, see page 10.

Change wireless channel

Changing your wireless channel can sometimes help improve the wireless signal between your computer and Hub.

Open BT Broadband Desktop Help by double-clicking its icon on your desktop. Click PC Healthcheck, then the wireless tab and follow the instructions to change wireless channel.

If you can't use desktop help, you can manually change wireless channels using the steps below. You'll need a computer connected to the Hub to access your Hub Manager so you can change channels.

1. Access Hub Manager by typing **bthomehub.home** into the address bar of your web browser.
2. Click Settings.
3. If asked, enter your Hub Manager password or if prompted set your own new password.
4. In the **Basic Setting** menu, click Change the wireless channel to avoid interference.
5. Click on the drop-down menu arrow and select the new channel.
6. Click Apply.
7. Wait a minute for your device to pick up the new channel.

If you've still got problems, follow steps 1 to 5 again and use channel selection to choose an alternative wireless channel, then click Apply. Wait one minute for your device to pick up the new channel.

About your Hub

Hub Manager

Use your Hub Manager to change your Hub settings. To open your Hub Manager, type **bthomehub.home** into your web browser.

Hub wireless details

If the engineer replaced your old Hub with a new one, he or she may have transferred your old Hub's wireless settings on to your new Hub – there's a space on page 15 for you to keep a note of these details.

Resetting your Hub

WARNING: resetting your Hub means you'll lose any changes that have been made to your Hub software, including any changes made by the engineer.

To reset your Hub to its factory default settings, removing all personal settings:

1 use a pin or paperclip to press and release the recessed **Reset to Defaults** button on the side of your Hub. All Hub lights will go out

Note: press for less than 15 seconds to reset all settings except the shared address book and Hub Phone registration; press for more than 15 seconds to reset all settings.

2 wait for the Hub's Broadband light to glow blue – this may take several minutes

3 reset any changes that you or your engineer made before in Hub Manager. This may include:

- activating BT Broadband Talk – if the Hub's Phone light is off, go to **www.bt.com/bbt** and follow the instructions
- reactivating BT FON – go to **www.btfon.com**
- resetting any wireless settings that you (or the engineer who set up your Hub) changed
- resetting your Hub password and any Hub Manager changes
- resetting port forwarding in Hub Manager

What to do with an old Hub

If you've got a new BT Home Hub as a replacement for a faulty one, please return the faulty one with its power cable using the returns envelope sent with the replacement.

If you don't have a returns envelope or you've other old electrical equipment you'd like to dispose of, please follow your local authority's recycling advice.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings and avoid unauthorised use of your BT Broadband Talk service. To find out how to reset your Hub to its default settings, see page 8.

We recommend that you keep your old Hub in case you move back to standard broadband.

For more help, please see **www.bt.com/help/changinghubs**

Connection troubleshooting

The first thing to do if your connection isn't working is check your **Hub lights** and find out what to do using the table below.

Hub light status	What's happening	What to do
Upgrading light is orange	Remote upgrade in progress	Wait until light goes out – this can take up to 30 minutes
Power light is red	Hub is in recovery mode	Wait until light turns blue – this can take up to 2 hours. Then restart your Hub
Power light is orange	Hub is restarting	Wait until light turns blue – this can take a couple of minutes
	BT Power Save is active	Restart your Hub – for more info on Power Save, go to **www.bt.com/setup/hubfeatures**
Power light is off	There is a problem with your power supply	Check your power cable's plugged in correctly and mains power is on. Then restart your Hub – see bottom of page 10
Broadband light is flashing	Hub is connecting to broadband	Wait until light turns blue – this can take a few minutes
Broadband light is off or orange	Hub can't connect to broadband	Check your modem lights – see page 12. Then restart your Hub. Check modem lights again
Broadband light is red	Broadband is active, but can't connect	Check service status on 0800 169 0199. Then restart your Hub and reset your username in your Hub Manager
Broadband light is blue	Hub's broadband is okay	If you've a problem with your computer connection, see page 4

To restart your Hub, press and release the **Restart** button on the side of your Hub. Wait for the Power light to turn blue.

Still not working? If you've tried the table above, call us on 0800 111 4567.

Check your **Openreach modem** lights and find out what to do using the table below.

Modem light status		What's happening	What to do
POWER	Power light is off	Power supply problem	Check your power cable's plugged in correctly and mains power is on. Then restart your modem – see bottom of page 12
POWER	Power light is flashing green	Modem is restarting	Wait until light is green – can take a couple of minutes
DSL	DSL light is off	Broadband isn't working	Check the DSL cable is plugged into the DSL socket on the back of the modem and the engineer-installed wall socket. If you're using an extension socket, check this is also plugged in. Restart your modem – see bottom of page 12
DSL	DSL light is flashing green	Modem is restarting	Wait until the light is steady green – this can take a few minutes
LAN1	LAN 1 is off	Modem cannot detect Home Hub	Check your broadband cable is plugged in between the LAN 1 socket on your modem and the broadband socket on your Hub. Check your Hub's Power light is blue – if it isn't, see page 10. Then try restarting your modem and Hub Hub – see bottom of pages 10 and 12
DSL LAN1	DSL light is steady green and LAN 1 is green	Modem is connected to broadband and your Hub, and is working	Check Hub lights table on page 10 for connection troubleshooting

To restart your modem, press and hold down the **Reset** button on the back of the modem for five seconds – then wait a couple of minutes for its Power light to come on.

Still not working? If you've tried the table above, call us on 0800 111 4567.

Useful information

Useful web site addresses

BT Infinity:	www.bt.com/infinity/start
Help and support:	www.bt.com/help/infinity
Your Hub Manager:	bthomehub.home

Password – see important note on page 15.

Jot down your details here

BT Total Broadband username:

BT Total Broadband password:

Your username and password are also your BT Yahoo! Mail address (email address) and password.

BT Broadband Talk phone number:

BT Broadband Talk password:

Default Hub settings

Broadband username (PPP):	bthomehub@btbroadband.com
Broadband password:	none required
Encapsulation:	PPPoE or PPP over Ethernet
Muliplexing:	VC based or VC Mux
Wireless network name (SSID):	
Wireless key:	

These details are also printed on back of your Hub and/or your wireless settings card.

Wireless interface:	Wi-Fi 802.11.b, g or n
Authentication:	WPA-PSK or WPA2-PSK (also known as WPA-Personal)
Encryption type:	AES or TKIP
Mode:	infrastructure (not ad hoc)
Hub Manager password:	

Password printed on back of your Hub.

IMPORTANT: if the engineer replaced your old Hub with a new one, he or she may have transferred your old Hub's wireless settings and admin password on to your new Hub – there's a space above for you to keep a note of these details (you shouldn't need the details on your new Hub's label).

The small print

Warranty

We guarantee that the BT Home Hub will work to the relevant specification for the minimum period of your agreement* and that it will be free from faulty design, manufacture or materials. If at any time during the minimum period, you find that your BT Home Hub or other equipment isn't working properly, you may return it to us and we'll replace or (at our option) repair it.

We will not be responsible for any defects arising from fair wear and tear, accidental or willful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it's working, we'll send it back to you. If we do so, we may charge you our costs for our testing and postage. This doesn't affect your legal rights relating to equipment that is faulty or wrongly described.

Safety and regulatory instructions for your Openreach modem and BT Home Hub

Please read this section carefully before set-up!

- Your Hub and Openreach modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub and Openreach modem have adequate ventilation to prevent overheating. Never block the vents on your Hub or Openreach modem.
- Don't expose your Hub or Openreach modem to rain, water, moisture or direct sunshine.
- Don't spill liquid on your Hub or Openreach modem.
- Keep your Hub and Openreach modem away from sources of heat such as heaters or radiators.
- Don't try to disassemble or open up your Hub or Openreach modem yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your Hub or Openreach modem, disconnect from its power supply. Use a damp cloth for cleaning.
- For better performance, don't place your Hub or Openreach modem on a television or computer monitor.
- If there's an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.
- The BT Home Hub intentionally generates low-level radio frequency signals and so there's a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when nearby. If you've any concerns, BT recommends that you consult the medical device manufacturer before using your BT Home Hub.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Important: please make sure you always use the power cable supplied with your new Hub – don't use any other power cable.

* The minimum period will be either 12 or 18 months depending on the Option you chose when you placed your order.

Save energy

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy mode automatically. Your Hub has BT Power Save – see **www.bt.com/setup/hubfeatures**

Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access and BT Broadband Talk won't work. Remember to restore power to your Hub before turning on your computer(s).

Product disposal instructions for residential users

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you've no more use for your product, please dispose of it following your local authority's recycling scheme. For more information, please contact your local authority or the retailer where you bought the product.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 8.

Reporting a stolen Hub

If your Hub is stolen after it has been connected to your phone line, someone may be able to use it to make unauthorised calls on your BT Broadband Talk account. Please report any stolen Hub as soon as you can to BT on 0800 111 4567.

Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at **www.bt.com**

GNU General Public Licence

The BT Home Hub contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at **www.btyahoo.com/broadband/adhoc_pages/gplcode.html**

Terms and conditions

BT Infinity and BT Broadband Talk are covered by terms and conditions. To review these, click on 'Terms and conditions' at **www.bt.com/btbroadband**

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Offices worldwide

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Available in other formats including braille, large print or audio CD.
Please call 0800 800 150.